

- Executive Summary template

Network Plan Name and Filing Year: Kaiser Permanente Insurance Company - 2022
Network Access Plan

(1) Travel Distance Standards

(a) For each provider type listed in COMAR 31.10.44.04, list the percentage of enrollees for which the carrier met the travel distance standards. **Lists should be in the following format, with provider types first in alphabetical order**, followed by facilities in alphabetical order.

Provider Type	Urban Area	Suburban Area	Rural Area
Allergy and Immunology	100	100	100
Applied Behavioral Analyst	100	100	100
Cardiovascular Disease	100	100	100
Chiropractic	100	100	100
Dermatology	100	100	99.2
Endocrinology	100	100	100
ENT/Otolaryngology	100	100	100
Gastroenterology	100	100	100
General Surgery	100	100	100
Gynecology	100	100	100
Gynecology, OB/GYN	100	99.8	100
Licensed Clinical Social Worker	100	100	100
Nephrology	100	100	100
Neurology	99.4	100	99.2
Oncology - Medical and Surgical	100	100	100
Oncology - Radiation/Radiation Oncology	100	100	100
Ophthalmology	100	100	100
Pediatrics - Routine/Primary Care	100	99.8	100
Physiatry, Rehabilitative Medicine	100	100	100
Plastic Surgery	100	100	100
Podiatry	100	100	100
Primary Care Physician	100	100	100
Psychiatry	100	100	100
Psychology	100	100	100
Pulmonology	100	100	100
Rheumatology	100	100	100
Urology	100	100	99.2

All other licensed or certified providers under contract with a carrier not listed	100	100	100
Facility Type	Urban Area	Suburban Area	Rural Area
Acute Inpatient Hospitals	100	100	100
Critical Care Services - Intensive Care Units	100	100	100
Diagnostic Radiology	100	100	99.2
Inpatient Psychiatric Facility	93.2	100	100
Other Behavioral Health/Substance Abuse Facilities	84.1	100	99.2
Outpatient Dialysis	100	100	100
Outpatient Infusion/Chemotherapy	100	100	100
Skilled Nursing Facilities	99.2	100	100
Surgical Services (Outpatient or Ambulatory Surgical Center)	100	100	100
All other licensed or certified facilities under contract with a carrier not listed	100	100	100

MultiPlan measured each specialty against the Maryland Travel Distance Standards, based on the estimated driving distance from the member's location to the closest provider, applying the appropriate Urban/Suburban/Rural Area standard based on the member's ZIP Code. Please note that when the member's address provided is in a state other than Maryland, is a P.O. Box, or includes "care of," that address was excluded from the calculation above because they do not align with actual member residences in Maryland.

Although nurse practitioners are coded as primary care providers for the purposes of the provider directory, they are included as part of the "All other licensed or certified providers under contract with a carrier not listed" category when calculating network adequacy. MultiPlan includes 148 different types of providers into the catch-all category "All other licensed or certified providers under contract with a carrier not listed," ranging from Acupuncture to Vascular Surgery. This category encompasses practitioners who do not fall into the specialty categories designated by the state. Please see [***MD Maps 2022 Travel Distance w Zip Boundaries.pdf***](#) for additional detail.

The highlighted deficiencies in the Travel Distance Standards results table above have potential targets available for recruitment.

MultiPlan's analysis of the 2022 Travel Distance Standards results identified 15 county-plus-specialty classification combinations measuring travel distance at less than 100%. Of these 15 potentially deficient county-plus-specialty combinations, 2 have no targets available to recruit into the network according to the National Plan and Provider Enumeration System (NPPES) data. This leaves 13 county-plus-specialty combinations where MultiPlan has identified targets according to the NPPES data, and will work to bring those available providers into the network:

Potential Recruitment Targets			
Employee Category	County	Provider Group	Status
Rural	Allegany	Dermatology	Target Identified
Rural	Allegany	Diagnostic Radiology	Target Identified
Rural	Allegany	Neurology	Target Identified
Rural	Allegany	Other Behavioral Health/Substance Abuse Facilities	Target Identified
Rural	Allegany	Urology	Target Identified
Suburban	Frederick	Gynecology, OB/GYN	Target Identified
Suburban	Frederick	Pediatrics - Routine/Primary Care	No Known Targets
Urban	Anne Arundel	Other Behavioral Health/Substance Abuse Facilities	Target Identified
Urban	Harford	Inpatient Psychiatric Facility	Target Identified
Urban	Howard	Other Behavioral Health/Substance Abuse Facilities	Target Identified
Urban	Montgomery	Other Behavioral Health/Substance Abuse Facilities	Target Identified
Urban	Prince Georges	Inpatient Psychiatric Facility	Target Identified
Urban	Prince Georges	Neurology	Target Identified
Urban	Prince Georges	Other Behavioral Health/Substance Abuse Facilities	Target Identified
Urban	Prince Georges	Skilled Nursing Facilities	No Known Targets

The 15 county-plus-specialty combinations in the Potential Recruitment Targets table above correspond with the yellow highlighted cells in the travel distance table.

Certified Nurse Practitioners

(b) List the total number of **certified registered nurse practitioners** counted as a primary care provider.

Zero (0) registered nurse practitioners are counted as primary care providers in MultiPlan's network for the purposes of travel/distance calculation. Although some nurse practitioners may be coded as primary care providers for the purposes of the provider directory, they are included as part of the "All other licensed or certified providers under contract with a carrier not listed" category when calculating network adequacy.

(c) List the **total percentage of primary care providers** who are certified registered nurse practitioners.

Zero percent (0%) of primary care providers are certified registered nurse practitioners in MultiPlan's network for the purposes of travel/distance calculation.

Essential Community Providers

(e) List the total number of essential community providers in the carrier's network and the total percentage of essential community providers available in the health benefit plan's service area that are participating providers.

MultiPlan contracts with 58 of 139 Maryland ECPs listed in the [CMS-published](#) file, *PY2022FINALECPLISTPUBLIC01.22.2021.xlsx*, which equals 41.72%.

Categories	ECP Provider Count	ECP Provider Percentage
Rural		
Out of Network:	36	57.1%
Under Contract:	27	42.9%
Suburban		
Out of Network:	6	60.0%
Under Contract:	4	40.0%
Urban		
Out of Network:	39	59.1%
Under Contract:	27	40.9%

(2) Appointment Waiting Time Standards

(a) For each appointment type listed in Regulation 31.10.44.05, list the percentage of enrollees for which the carrier met the appointment wait time standards, in the following format:

Appointment Waiting Time Standard	% meeting the standard
Urgent care — within 72 hours	75.30%
Routine primary care — within 15 calendar days	90.22%
Preventative Visit/Well Visit — within 30 calendar days	97.26%
Non-urgent specialty care — within 30 calendar days	97.81%
Non-urgent behavioral health/substance use disorder services — within 10 calendar days	83.46%

MultiPlan’s appointment wait time data is not specific to KPIC members’ experiences. The results that MultiPlan reported are based on averages for providers who responded to the focused outreach.

Please note that the measurement called for by the regulation for Appointment Wait Time Standards is for member experiences when scheduling appointments. Because MultiPlan does not have members and cannot collect specific information on their wait time experiences, MultiPlan collects and categorizes appointment wait time data from its network providers. MultiPlan asks network groups and providers to provide either their standard wait times or their averages (whichever they are willing to provide with a degree of certainty). This information is associated with provider locations when reported out, not individual providers.

The appointment wait time percentages provided above by MultiPlan in the Appointment Waiting Time Standard table are a calculation of the number of providers’ locations whose reported data would meet the Maryland Appointment Wait Time Standards, as a percentage of all provider locations that reported appointment wait time data. Providers who have not reported appointment wait time data for their locations are not included in this calculation.

(b) List the total percentage of telehealth appointments counted as part of the appointment waiting time standard results.

Two-point two percent (2.2%) of the total percentage of telehealth appointments were counted as part of the appointment wait time standards results.

(3) Provider-to-Enrollee Ratio Standards

(a) This subsection does not apply to Group Model HMO health benefit plans.

N/A

(b) For all other carriers, list whether the provider-to-enrollee ratios meet the standards listed in COMAR 31.10.44.06 of this chapter for each of the following categories:

Provider Service Type	Provider-to-Enrollee Ratio Standard	Meets the Standard?
Primary care	1:1200	Yes
Pediatric care	1:2000	Yes
Obstetrical/gynecological care	1:2000	Yes
Behavioral health care or service	1:2000	Yes
Substance use disorder care and services	1:2000	Yes